

E – Travel News

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UTS

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Breaking News:

E-mailing of Unit UTS Status Reports:

Units have been receiving "Unit UTS Status Reports" from PSC Travel on pending UTS Post Audit Requests for members of their units. These reports have been mailed through the United States Postal Service to each of the unit commanders on a monthly basis. If your unit would like to start receiving these reports via e-mail, please contact the PSC Customer Care Division at pscscustomer@hrsic.uscg.mil and provide your **UNIT SPECIFIC** e-mail address. (This address must be unit specific to prevent a stop in service due to the absence of a specific individual or due to a rotation.)

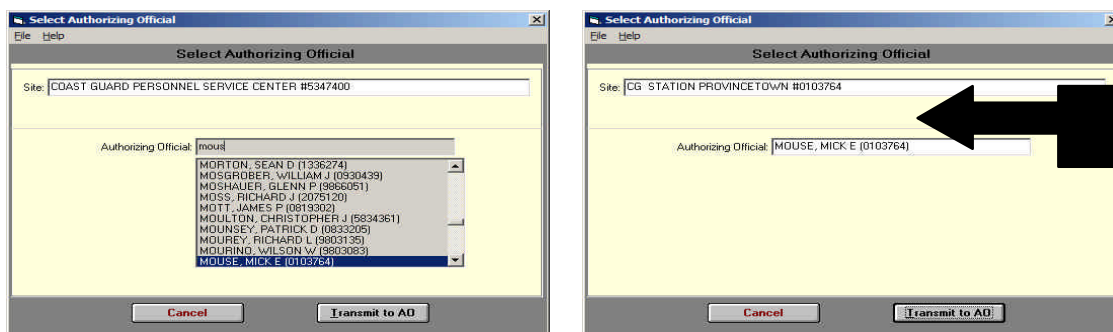
Forgot Your UTS Password?

Save time by not having to request a password reset. If your profile is completely updated, you can personally reset your password. Log into the system and click on the "login" button. This brings up the password screen where you will see a "Forgot my Password!" button. When you click on that button, it will bring up another screen that prompts you for your personal information in your profile (see screen prints below). Once completed, click on the "Authenticate" button, which brings up a screen to input a new password. It is important to reset both the "New Logon Password and the New Secondary Password." Once completed, click on the save button to enter the UTS system.



Forwarding to AO for Approval:

When a member forwards a claim or authorization to an AO for approval, we recommend the member forward the claim from the "UTS request status" screen and not from inside the claim or orders. The member must first enter the beginning letters of the AO's last name. The name may become highlighted or member may need to scroll down to find the appropriate name ([see first screen print](#)). (PLEASE DO NOT CLICK FORWARD AT THIS POINT.) Once the name is highlighted, the member will need to click on the name to make the Authorizing Official field populate with the name (see second screen print). The alpha list will disappear when you select the name and it is accepted. If the field is not populated, the claim will be forwarded to an unknown location where it is not retrievable. Once the field is populated, the claim/authorization can be forwarded to a proper Authorizing Official.



E-Travel News Continued...

Have you ever asked, "What is the UTS post audit process?"

Once a post audit request is sent to a member, the member has 30 days to submit to PSC a complete COPY of the travel claim package including orders, claim, and any required receipts. The member must maintain originals for 6 years-3 months. When the audit package is received at PSC, it is logged into the system and member will receive notification of receipt on the following business day. If the audit package is missing any required documents or receipts, it will be returned to member. This kickback is logged into the system and the member has 10 days to comply with the request for additional information. If the corrected audit package is not received, a debt is built against the entire claim. Once PSC takes manual action against a claim, member must manually submit their complete travel claim package through the USPS. **DO NOT** attempt to correct this debt by submitting a claim through the UTS system, as it is a valid debt until all documentation is verified.

ADT/IADT Travel Reimbursement:

When a member is on orders for ADT/IADT that is non-consecutive, the member is generally only entitled to mileage for one round-trip when POV is authorized. The travel can be input under one TONO stating it is non-consecutive and completed between a specific set of dates. The member files the first travel claim for the first leg of travel and then supplemental claims for each additional leg of the trip. The orders must cover the entire period of ADT/IADT, and destinations for each leg of travel. Any additional mileage because of multiple locations must be authorized on the orders. When member completes each leg of travel, a supplemental would be filed adding the supplementary entitlements to the original claim.

Receiving a message that states "Forwarded to Another AO"?

Several members are receiving an e-mail message, "The travel claim for order # was forwarded to another AO for approval." This occurs randomly when members send their claims to an AO for approval. This e-mail usually appears because the AO or traveler has not updated their e-mail address prior to the claim being forwarded. To ensure the correct AO has control of the claim, go into the member's "UTS Request Status" screen. If this name is correct, then the e-mail message is a system error. We are working at eliminating this error. It is important that all members keep their UTS profiles updated with current and accurate information.

Common problems that crash claims in the UTS system:

- *Use of multiple modes of travel in itinerary - see primary mode of transportation in February & June's Newsletter.
- *Members use POVADV or GTR incorrectly and do not input layover points in itinerary - see GTR in June's Newsletter.
- *Input of multiple lines of accounting strings on one claim - see Accounting string errors in March's Newsletter.
- *The input of more than seven legs on a single 13-doc travel claim. Please limit each claim to no more than 5-7 legs per claim.
- *When entering itinerary into system, member indicates they are on leave on the same day they are TDY. Be cautious and double-check your dates.

**** A brief reminder:**

****When submitting manual claims to PSC for processing, please include in the packet: the original 1351-2 with original signatures by the member and AO, original orders and amendments with original signatures or certification of original with an original signature, and receipts.**

****Computer generated random audits are done on approximately 15% of the UTS claims received by PSC. Any claim that is over \$2,500 in total entitlements receives a mandatory audit. These audit requests are important to ensure accuracy of the system and meet GAO requirements.**

Be sure to check this site for updated information: <http://www.uscg.mil/hq/psc/utsfaq.shtml>

Here is where you can find other issues of the UTS E-Travel News: <http://www.uscg.mil/hq/psc/uts/index.htm>

Please share this important information with all of your travelers in your unit/area so they can stay informed of important UTS changes and improvements. Please send your suggestions for improvements to: hrrsic-utscst@hrrsic.uscg.mil

Coming next edition: WINIATS ☺